

Royal Mail International Update

September 2019

This update, about incidents which have affected international mail services throughout September, was issued by Royal Mail Customer Services on Tuesday 29 October 2019.

Information about issues currently affecting the movement of international mail, including international bank holidays, can be found at: www.royalmail.com/internationalupdates.

Africa

Libya

Start date: 16 July 2014

End date: Ongoing

Mail services to Libya are currently suspended until further notice.

South Africa

Start date: 1 October 2017

End date: Ongoing

Very poor service has been observed for mail into South Africa. South Africa Post Office has advised this is due to abnormally high volumes of mail.

This has created bottlenecks in their processing locations due to space constraints and processing capacity. The communicated recovery plan expected at the end of October does not look to have resolved the issues and with the peak Christmas volumes, this is likely to increase delays. Delays are approximately 35 days.

Sudan

Start date: 16 July 2019

End date: 17 September 2019

Our supplier temporarily stopped accepting all mail and parcels to Sudan. However, an alternative route was later sourced and setup, and any backlogs have now been cleared.

Asia

Hong Kong

Start date: 24 August 2019

End date: 17 September 2019

A series of public events, resulted in road blocks in major areas of Hong Kong, and caused disruption to the processing of all mail services (inbound and outbound).



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Asia

Hong Kong

Start date: 24 August 2019

End date: 17 September 2019

A series of public events, resulted in road blocks in major areas of Hong Kong, and caused disruption to the processing of all mail services (inbound and outbound).

Hong Kong

Start date: 21 September 2019

End date: 25 September 2019

Further public events resulted in road blocks in major areas of Hong Kong, and caused disruption to the processing of all mail services (inbound and outbound).

Indonesia

Start date: 29 August 2019

End date: 18 September 2019

Following issues in the main areas of Papua and West Papua provinces, the processing and delivery of all mail services was affected in the following areas: 990xx: Jayapura; – 984xx : Sorong; – 996xx : Merauke; – 999xx : Timika; – 983xx : Manokwari.

Indonesia

Start date: 30 September 2019

End date: September 2019

Post Indonesia restructured its operational processes in Jakarta. This may have resulted in delays to the processing and delivery of inbound international mail including confirmation of arrival scanning events.

Philippines

Start date: 2 September 2019

End date: Ongoing

Philippine Post has informed us that it is currently experiencing problems with international dispatches conveyed by air. The processing of outgoing and incoming international mail will be delayed until further notice. A resolution is being actively sought but mail deliveries in the Philippines can expect delays with currently no indication of the likely duration. We will provide an update as soon as further information becomes available.

South Korea

Start date: 7 September 2019

End date: 30 September 2019

Typhoon Ling Ling hit the Korean Peninsula. Downpours are forecast across the Korean Peninsula, with winds exceeding 160 km/h. As a result, both inbound and outbound mail services were delayed.

Syria

Start date: 6 December 2012

End date: Ongoing

Mail services to Syria are currently suspended until further notice.

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Thailand

Start date: 5 September 2019

End date: Ongoing

Thailand Post has informed us that Tropical Storms Podul and Kajiki, which hit northern and north-eastern parts of Thailand, have caused flash floods in many areas, resulting in delays to mail operations and transportation.

The delivery of letter-post, parcel-post and EMS items throughout the following postcode areas are therefore affected to a varying extent: 32xxx, 34xxx, 35xxx, 37xxx, 40xxx, 45xxx, 64xxx, 65xxx, 66xxx and 67xxx

We will provide update as soon as further detail is available from the Post.

Australasia

No incidents reported.

Europe

Italy

Start date: 1 February 2017

End date: Ongoing

We have become aware of processing delays on all inbound international traffic arriving in Italy.

To reflect the current transit times, we are temporarily extending our delivery aims as follows:

Untracked products: 6-8 working days; Tracked products: 4-6 working days and Tracked and Signed For products: 5-7 working days.

Norway

Start date: 1 August 2018

End date: Ongoing

Norwegian Post has confirmed their International Mail Hub due is continuing to experience delays following modernisation.

Although there have been improvements, a proportion of Tracked mail is still experiencing delays daily. Norwegian Post has confirmed further enhancement activities are planned for processing improvements.

Portugal

Start date: 12 August 2019

End date: Ongoing

Portuguese fuel-tanker drivers have sent a notice of a strike starting 12 August for an undefined period. This strike will affect airport operations and while Portugal Post has contingency plans in place to mitigate impact to mail operations, the quality of service may be affected during the strike period and delivery delays may result.

Spain

Start date: 12 September 2019

End date: 17 September 2019

Heavy rain and subsequent flooding severely affected mail services in the following areas: Alicante (03000-03999), Almería (04000-04999) and Murcia (30000-30999).

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Sweden

Start date: November 2017

End date: Ongoing

Delivery scanning of 'Tracked' has improved in recent months, however it still isn't where it's expected to be and we'd recommend customers use Tracked & Signed services to Sweden for more reliable tracking information.

Ukraine (Crimea & Sevastapol)

Start date: 18 March 2014

End date: Ongoing

Mail services to Crimea and Sevastapol are suspended until further notice.

Latin America & Caribbean

Bermuda

Start date: 18 September 2019

End date: Ongoing

Bermuda Post have advised that Hurricane Humberto is expected to hit the island. As a result, all mail services are being suspended from Wednesday 18 September until the hurricane has passed.

Brazil

Start date: 16 October 2017

End date: Ongoing

We've been advised that there are currently delays with mail in to Brazil. We believe this may be due to industrial action, however this is yet to be confirmed. However, what we can say is that any mail posted in the last 5-7 days could be in a backlog and any mail affected may experience at least a 10 day delay from posting to delivery.

We are taking steps to re-route where possible and expect any new postings from the end of this week to be clear of the backlog, but could still be subject to some delay in delivery of 3 days or more.

Venezuela

Start date: 4 July 2017

End date: Ongoing

The local situation has disrupted mail flows into Venezuela and our supplier has had to stop delivering mail in to Venezuela. As a result, we can no longer accept any mail for Venezuela, any mail on hand will be returned to sender.

We don't know when the situation will change, but we will look for alternative ways of getting mail in to Venezuela.

Middle East

Yemen

Start date: 27 March 2015

End date: Ongoing

Mail services to Yemen are currently suspended until further notice.

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North America (USA & Canada)

Canada

Start date: 9 October 2017

End date: Ongoing

What's the issue?

Canada Post are experiencing delays to delivery services due to high volumes of incoming mail. Delivery aims for Royal Mail services for Canada are normally 5-7 working day, however, International Standard and International Tracked & Signed are severely delayed, taking 3-4 weeks to be delivered.

What alternative is there?

If you have been posting using our Royal Mail 'Tracked and Signed service', we highly recommend you use our 'Tracked service' option which is providing much speedier processing and delivery times. Simply select the correct service and label. If you are not set up on our Tracked service, please talk to your usual Royal Mail contact who will help you with the next steps. Finally, for our Customers using the Post Office to send your items, simply ask for a "Tracked service" at the counter.

A note about Customs in Canada

Whilst Customs clearing processing times are totally outside our control, it is worth remembering that Canada is one the countries with the lowest de-minimis of 20 Canadian Dollars (circa £11). This means that any goods equal or above that value will systematically go through a clearance process thus creating additional delays. Most of what our customers send is under DDU (Delivered Duty Unpaid) meaning that the recipient is responsible to pay any duty or taxes. Read more on our country guide page.royalmail.com/canada, thank you.

Other

Ascension Islands/Saint Helena

Start date: 6 February 2018

End date: Ongoing

Air transportation to the Ascension Islands/St Helena is currently reduced due to ongoing runway work. Unfortunately, given the location of the countries, there is no viable alternative which would arrive any earlier. Although, customers can continue to send mail there will be significant delays in the delivery of all products. Please note: Mail to the Falkland Island is not affected.

Help and advice

More information about Royal Mail's international products and services is available on our royalmail.com/international/pages. Alternatively, if you're a business customer you can contact your usual Royal Mail service contact or call our dedicated Business Centre on 08457 950950. If you're a residential customer, you'll need to call 03457 740740.

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